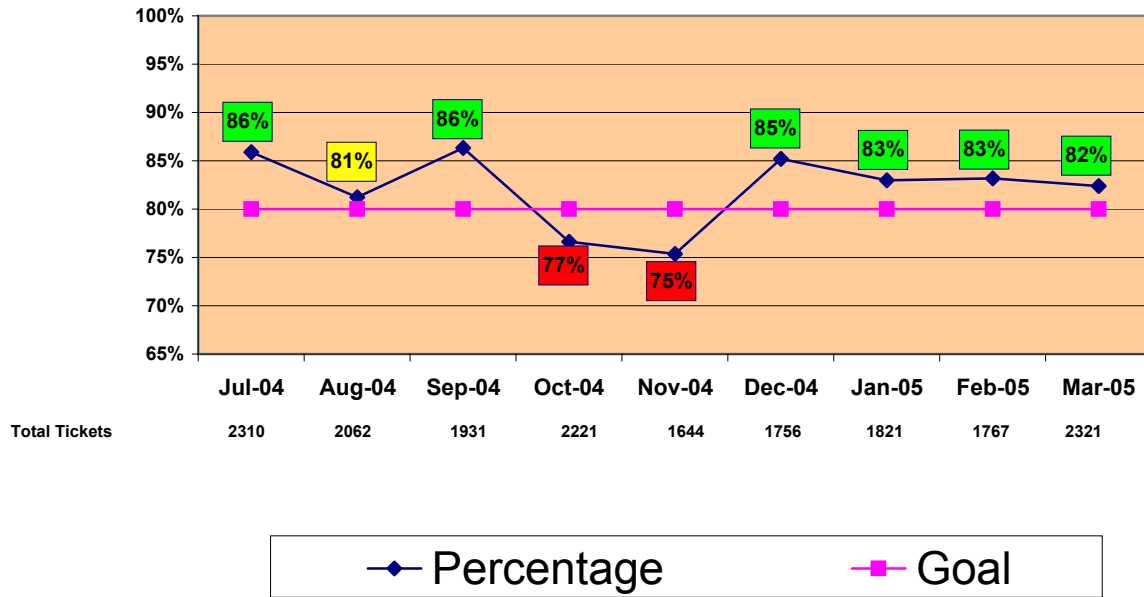
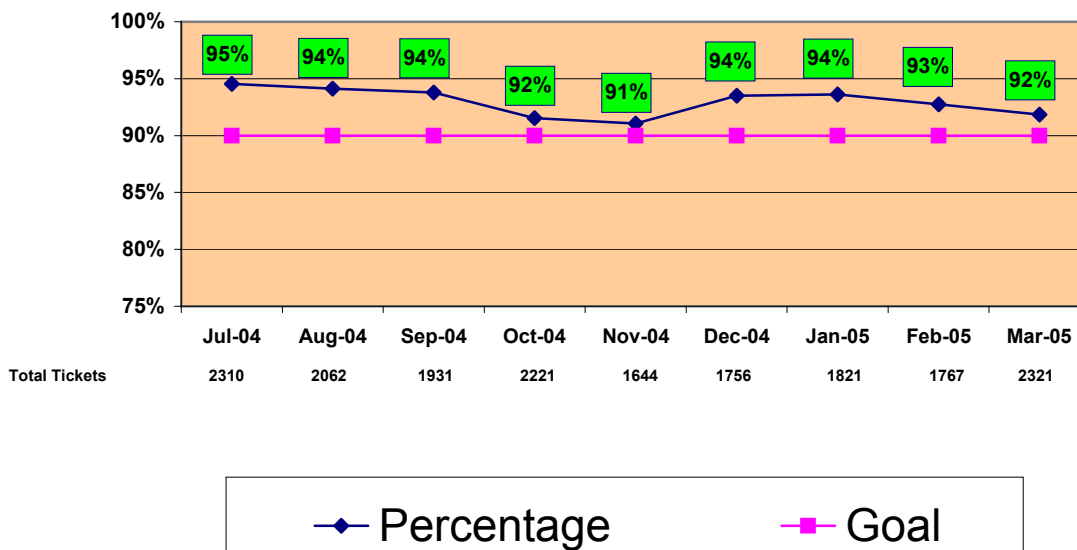


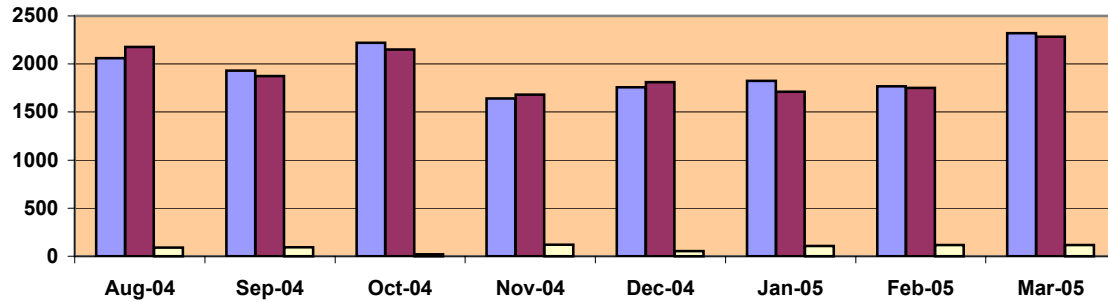
**Repair or Make Recommendation Within 24 Hours
(Percentage of All OIT Tickets!)**



**Service Agreement - Customer Contacted Within 2 Hours
(Percentage of all OIT Tickets)**



Remedy Statistics (Monthly Service Tickets)

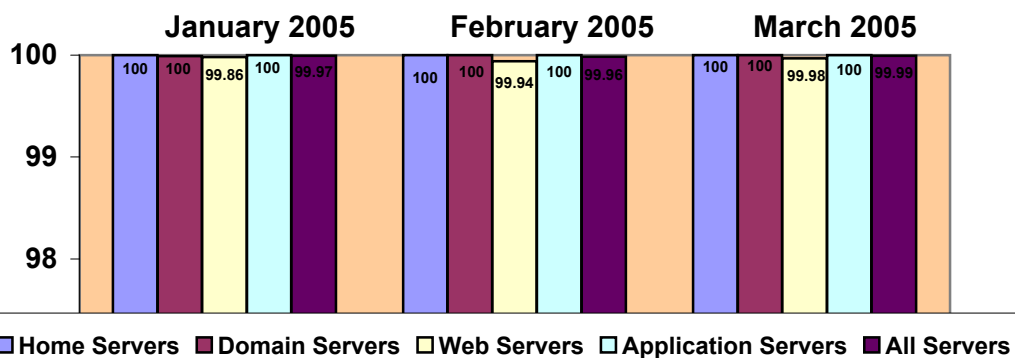


■ Opened Tickets
■ Closed Tickets
■ Carried Over Tickets

8-Month Total

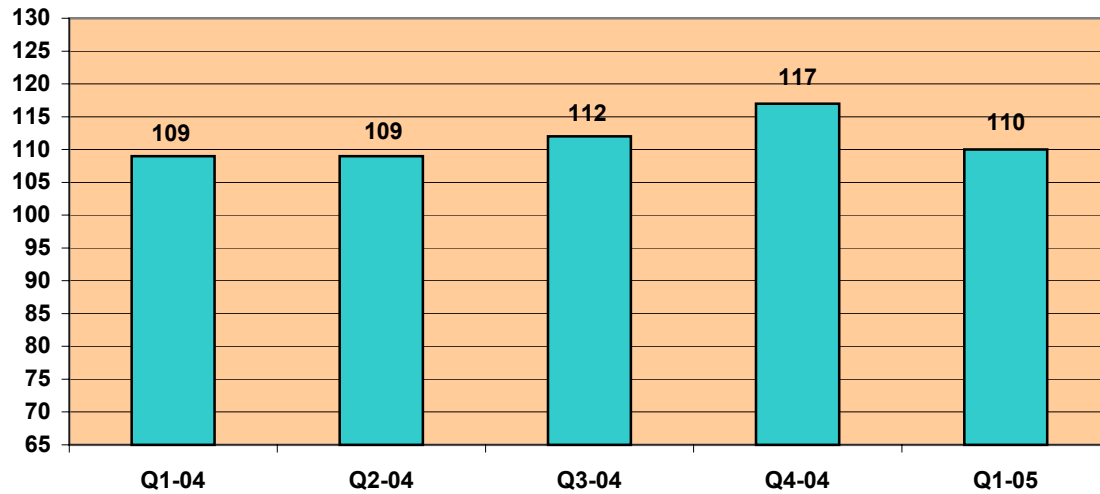
OPENED: 15,524
 CLOSED: 15,437
 PERCENTAGE: 99%

Server Availability (Percentage)

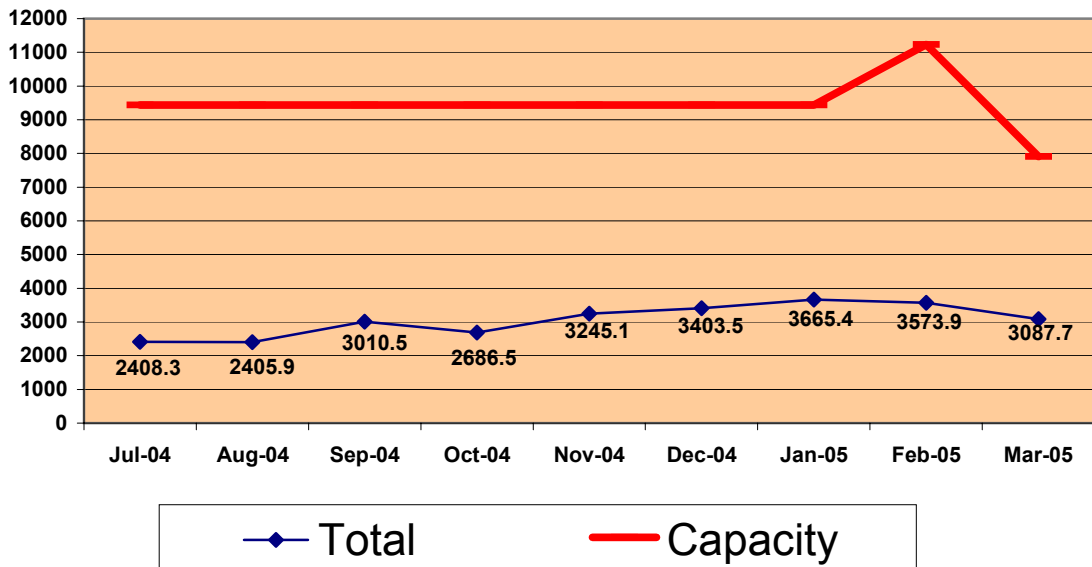


Metrics are based on the availability of these servers
 from Monday through Friday (7:00AM to 6:00PM each day)!

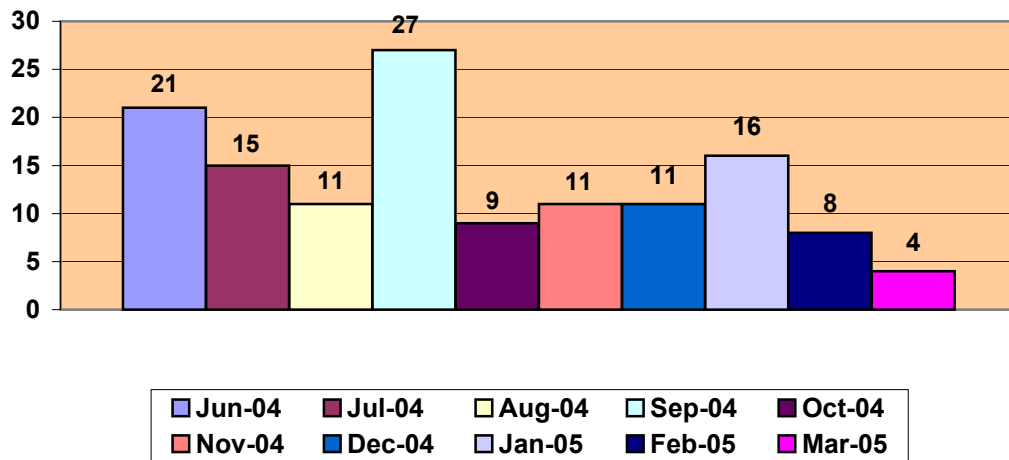
Server Count Metric
(Total Number of Servers in the OD Domain)



Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)



Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.